COUNTRY HOUSE SCHOOL

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www.countryhouseschool.co.za

COUNTRY HOUSE SCHOOL

GRIEVANCE POLICY AND PROCEDURE

EFFECTIVE & ADOPTED	LAST REVIEWED
MAY 2024	OCTOBER 2025

A grievance is a concern, complaint, or issue raised by a parent, guardian, or student regarding the school's operations, teaching, or services.

Country House School is committed to addressing parental concerns and dissatisfaction in a fair, transparent, and timely manner. This policy and procedure aim to provide a clear and structured approach to managing grievances, ensuring effective communication and resolution.

This policy applies to all parents, guardians, and students who wish to raise a concern or complaint related to the school's operations, teaching, or services. (further refer to our CONTRACT OF ENROLMENT)

PROCEDURE

GRIEVANCE FORM

For general complaints or concerns, parents may complete the Google form for general COMPLAINTS & CONCERNS. This form ensures all feedback is received, considered, and communicated respectfully.

https://docs.google.com/forms/d/e/1FAIpQLSeQ76f8eoKhmgQj_BLFgtw5RDBw8DskS_V0MTe_bm8CgM2zxg/viewform?usp=sf_link

NB. MEETINGS WILL NOT BE SCHEDULED WITHOUT THE ABOVE INFORMATION BEING PROVIDED

- Meetings will be scheduled for 30 minutes or on the hour; longer meetings are discouraged.
- A second meeting can be scheduled if the first meeting brought no closure or solution.
- Only the listed agenda will be discussed; please avoid bringing up past or new topics not on the agenda.

LINES OF COMMUNICATION

At Country House School, we value open, respectful, and professional communication.

To help us serve you efficiently and ensure every concern is handled with care, please note the following:

📞 APPOINTMENTS & CONCERNS

If you have any questions or concerns, please call or email the office to schedule an appointment.

We encourage direct and respectful discussions, and kindly ask that conversations not take place in the car park or on social media.

💬 COMMUNICATION CHANNELS

Our school policy strictly prohibits WhatsApp messages to staff members' personal numbers.

All communication must be directed through the school's official contact channels and emails.

This allows us to maintain a proper paper trail and handle all requests professionally and efficiently.

⏰ RESPONSE TIMES

Please be patient with our response times.

School days are wonderfully busy, and our team balances many responsibilities throughout the day.

Emails are attended to during office hours: Monday to Friday, 08:00–16:00.

1. Class teacher – 1st person

2. Phase Head – 2nd person

3. Principal – 3rd person

4. SGB – 4th person

ACCOUNTS DEPARTMENT

ACCOUNT AND INVOICE RELATED QUERIES

072 416 6463 office@countryhouseschool.co.za

ADMINISTRATIVE OFFICE

GENERAL ENQUIRIES, SCHEDULE OF MEETINGS OR DAILY REQUESTS

072 101 8282 office@countryhouseschool.co.za

SGB, PRINCIPAL & HEADS

UNRESOLVED DISPUTES OR APPEALS

heads@countryhouseschool.co.za principal@countryhouseschool.co.za

COMPLIMENTS AND CONCERNS

ALL PHASES (PRE-PRIMARY TO HIGH SCHOOL)

heads@countryhouseschool.co.za

IMPORTANT GUIDING PRINCIPLES

- Country House School values parental collaboration and feedback.
- We strive to enhance communication and effectively address challenges.
- Your cooperation, respect and kindness when communicating any grievance would be appreciated.
- Parents must avoid approaching teachers or staff unannounced, as this can disrupt academics.
- AVOID gossip, open discussions on school platforms and general negative talk amongst parents and in front of your children. This can lead to misinformation and negativity, affecting the school community.
- NO complaints or concerns will be addressed on WhatsApp or telephonic conversations. Please follow our suggested procedures, as we require a paper trail for the safety of all parties.
- All in-person meetings will be recorded for everyone's best interest, reference and follow-up.

NEGATIVE COMMENTS AND COMPLAINTS CAN:

- Undermine teacher confidence and morale
- Create a hostile school environment

- Distract from the primary focus of educating and caring for students

All complaints must be handled with respect.

ADDITIONAL METHODS

APPEAL LETTER: (please contact the admin office for this form)

An Appeal Letter is a formal written request submitted by parents to address and appeal decisions or actions taken by the school that they believe are unfair or unjust. It provides parents with an opportunity to present their case, provide additional information, and seek a review or reconsideration of a previous decision.

DATA REQUEST FORM: (please contact the admin office for this form)

A Data Request Form allows parents to formally request access to specific information or data related to their child's education or school records. This form enables parents to review and obtain copies of relevant data, such as academic reports, assessments, attendance records, or disciplinary records, to ensure transparency and accountability in the educational process.

BULLY BOX:

Located at a secure and discreet location for easy access, this box is routinely monitored and checked to ensure the confidentiality and effectiveness of the reporting process.

Students are strongly encouraged to use the Bully Box to report any instances of bullying.

This proactive approach enables us to address and manage such situations internally, effectively preventing further incidents and escalation. Rest assured that if our team deems a matter to be serious, it will be reported through the appropriate channels for prompt and appropriate action.

Your cooperation in maintaining a safe and respectful environment for all students is greatly appreciated. FURTHER REFER TO OUR ANTI-BULLYING POLICY

In addition to this policy, parents can also refer to Section 12 of our CONTRACT OF ENROLMENT, which outlines the ALTERNATIVE DISPUTE RESOLUTION PROCESS.

Alternative Dispute Resolution (ADR) is a method of resolving disputes or conflicts between parents and the school through methods such as mediation or arbitration, rather than going to court. This section of the contract provides a structured and formalised way to address disagreements or disputes that cannot be resolved through informal means. By referring to this section, parents can initiate the ADR process to seek a fair and impartial resolution to their concerns or grievances. It promotes open communication, collaboration, and a constructive approach to resolving conflicts in a timely and efficient manner.

CONCLUSION

By providing multiple avenues for feedback and reporting, we aim to foster a culture of openness, respect, and safety, ensuring that every student feels supported and valued and parents/guardians feel heard.

By following this policy and procedure, we aim to resolve grievances in a fair, transparent, and timely manner, maintaining a positive and respectful school culture.

APPROVAL

ROLE	NAME	DATE
School Representative	Bonita Mellon	26 August 2025
SGB Representative	Anoeska De Villiers	26 August 2025